

Emergency Support Function #7 - Resource Support

Primary Department

General Services Department
Purchasing Division
Fleet Management Division
Facilities Management Division

Support Departments

Finance Department
Department of Social Services (ESF #6)
Emergency Management
Virginia Department of Emergency Management
All Departments, as requested

I. Introduction

A. Purpose:

Emergency Support Function #7 will identify, procure, inventory, and distribute critical resources, in coordination with other local and State governments, Federal government, private industry, and volunteer organizations, to effectively respond to and recover from the effects of a disaster. The primary purpose of ESF #7 is to provide overall logistics support, resource management, and staging area coordination during the rescue, recovery, and operations of the event. It also supports ESF #5 (Mass Care) and ESF #14 (Long Term Recovery) and functions within the Logistics Support Annex.

B. Scope:

ESF #7 provides support for requirements not specifically identified in other ESFs. Resource support may continue until the disposition of excess and surplus property is completed. The City of Roanoke will determine what resources are needed and then ESF #7 will collect and distribute those goods and/or resources by means of a point of distribution center(s). Goods that may be needed could include, ice, water, tarps, blankets, clothes, and non-perishable foods. ESF #7 will manage Staging Areas as needed to coordinate the resource influx and status.

C. Policies/Assumptions

1. The initial emergency response will be dependent upon local public and private resources;
2. Adequate local resources do not exist to cope with a catastrophic incident;
3. Identified public and private sector resources will be available when needed for emergency response;
4. Necessary personnel and supplies will be available to support emergency resource response;
5. If local resources are depleted, assistance may be requested through the Virginia Emergency Operations Center (EOC);

6. City departments will use their own resources and equipment during incidents and will have control over the management of the resources as needed to respond to the situation;
7. The Coordinator of Emergency Management will initiate the commitment of resources from outside government with operational control being exercised by the on-site commander of the service requiring that resource; and
8. All resource expenditures will be recorded and maintained, following proper procedures.

II. Concept of Operations

A. General:

1. Each City department has the responsibility for managing its resources under their control. During large scale emergencies and disasters, ESF#7 may activate, and allow for a centralized approach in obtaining, tracking, storing and deploying resources. This function will be administered from the EOC.
2. ESF #7 will identify sites and facilities that will be used to receive, process, and coordinate movement of resources, equipment, supplies and other properties that will be sent to the disaster area. The necessary equipment, staff to track, package, load, and transport, communications, and security support to these facilities and sites will be provided by the City, State, Federal governments, volunteer organizations, and/or private security as required. This process must be closely coordinated with State and Federal emergency management officials, other local governments in the region, and the media.
3. The Department of General Services will be responsible for securing and providing the necessary resource material and expertise in their respective areas, through public as well as private means, to efficiently and effectively perform duties in the event of an emergency. Resource lists will be developed and maintained that detail the kind, type, location, contact arrangements, and acquisition procedures of the resources identified. Mutual aid agreements will be developed and maintained with adjacent jurisdictions, private industry, quasi-public groups, and volunteer groups, as appropriate, to facilitate the acquisition of emergency resources and assistance.
4. ESF#7 will assist departments in the procurement of the necessary resources, to include the contracting of specialized services and the hiring of additional personnel, to effectively respond to and recover, and maintenance of all expenditures relating to the emergency/disaster. This function will make arrangements to purchase needed resources if it is determined the City does not have the resources to supply a requirement in the field. The payment of debts and other encumbrances generated as a result of the emergency is handled by this group as well.
5. Potential sites for local and regional Points of Distribution centers will be identified, if necessary, and strategically located to facilitate recovery efforts. Priorities will be set regarding the allocation and use of available resources.

B. Organization:

1. All departments will be responsible for identifying essential resources in their functional area to successfully carry out their mission of mitigating against, responding to, and recovering from the devastating effects of disasters that could occur within their

jurisdiction. All departments will coordinate resource needs with Purchasing or the ESF Group Supervisor.

2. ESF #6, assisted by ESF #7 and public relief organizations, will be in charge of coordinating the relief effort to meet the immediate needs of the stricken population in terms of food, water, housing, medical, and clothing (See ESF #6 and #11).

C. Actions

1. Identify essential resources to carry out the mission in each functional area and to support operation of critical facilities during the disaster;
2. Designate department(s) responsible for resource management;
3. Work with ESF #3 to develop contingency plans to provide emergency lighting, procure and distribute emergency water and provide sewage disposal, if necessary;
4. Identify personnel requirements and training needs to effectively carry out mission;
5. Develop resource lists that detail kind, type, location, contact arrangements, and acquisition procedures for critical resources (See Section D;2;a;1);
6. Prepare mutual aid agreements with surrounding jurisdictions to augment local resources;
7. Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment;
8. Develop SOPS to manage the processing, use, inspection, and return of resources coming into area;
9. Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
10. Work with ESF #5 to develop training/exercises to test plan, and to ensure maximum use of available resources;
11. Coordinate and develop prescript announcements with Public Information Officer regarding potential resource issues and instructions (e.g., types of resources required, status of critical resource reserves, recommended contingency actions, etc.); and
12. Contract with Federal and State agencies, as well as private industry for additional resources, equipment, and personnel, if necessary.

D. Responsibilities

1. Primary Department (General Services)
 - a. Locate, procure, and issue resources to other agencies to support the emergency response or to promote public safety;
 - b. Work with ESF #5 to pre-identify Points of Distribution sites and develop capabilities and procedures to open, staff, and demobilize, as needed;
 - c. Identify Staging areas and assign qualified personnel as Staging Area managers, as needed;
 - d. Coordinate with ESF #5 on maintaining an inventory of City-owned and private essential resources;

- e. When normal purchasing and contracting rules are suspended, the Purchasing Division must advise all employees of rules that are in effect for emergency purchasing and contracting;
- f. Coordinate and determine the availability and provision of consumable supplies; and
- g. Develop procedures and SOPs for the purchasing commodities and services, leasing of buildings and warehouses.
- h. Develop procedures for the temporary loan and return of private, county and state equipment.
- i. Develop methods and procedures for responding to and complying with request for supplies.
- j. Develop procedures for reimbursing private vendors for services rendered.
- k. Develop list of private vendors and suppliers and their available resources.
- l. Consider establishing pre-planned contracts as necessary to ensure prompt support from vendors during emergencies.
- m. Train personnel on purchasing procedures for acquiring supplies, resources and equipment.

2. Support Departments

a. General Responsibilities- All Departments

- 1. All departments will maintain a current resource directory, using the standardized National Incident Management Typing Criteria and Definitions; (see webpage for Criteria: <http://www.fema.gov/emergency/nims/index.shtm>)
- 2. Develop and maintain mutual aid agreements with local jurisdictions, private, and non-profit organizations for resource support;
- 3. All departments will coordinate additional resource needs with ESF #7 or their designated ESF Group Supervisor; and
- 4. All departments will utilize and submit City of Roanoke Resource Request form identified in Tab 1 through ESF #7.

b. Department of Finance

- 1. Ensure cost centers are established to sustain resource requests.

c. Department of Human Services

- 1. Coordinate ESF #6 Mass Care.

d. ESF #13 (Law Enforcement)

- 1. Provide security for Points of Distribution and Receiving Points.

e. City Attorney

- 1. The City Attorney will provide advice regarding the legality of any proposed suspension of statutes or rules.

f. ESF #2 (Office of Communications)

- 1. Disseminate coordinated prescript announcements regarding potential resource issues and instructions through identified outlets.

III. Glossary

Points of Distribution (POD): Temporary facilities at which commodities are distributed to disaster victims. See Tabs 2-4 of Logistics Management Annex for more detailed information.

Staging Area: Temporary facilities at which commodities, equipment and personnel are received and pre-positioned for deployment. Resources staged here are ready to deploy in 3-5 minutes.

Staging Area or POD Manager: Person tasked with managing staging area or POD. The responsibilities include:

1. Keeping track of all resources coming into and out;
2. Updating the ESF Group Supervisor as to the status of resources;
3. Maintaining a minimum level of resources if determined; and
4. Responding to requests for personnel and equipment at the incident.

Tab 1 to ESF #7 Resource Support ESF

RESOURCE REQUEST City of Roanoke			
REQUEST DATE :	TIME :	INITIAL <input type="checkbox"/>	UPDATE <input type="checkbox"/>
PREPARER			
ESF/Department			
CONTACT PHONE _____	FAX _____	E-MAIL _____	
TYPE OF EMERGENCY	REQUESTER'S PRIORITY Highest 1 2 3 4 Lowest		
EMERGENCY RESOURCE REQUIRED (equipment, supplies, services) <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 10px;"></div> SIZE – (Specify what size) _____ AMOUNT – (How much or many do you want) _____ LOCATION - (Where do you want resource delivered – location name and address) <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 10px;"></div> TYPE - (Additional information on resource – portable, refrigerated, wool, MRE's, etc.) <div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 10px;"></div> FOR EQUIPMENT: <input type="checkbox"/> Purchase <input type="checkbox"/> Rent/Lease for (period)_____			
DATE DESIRED :		TIME DESIRED :	
DELIVERY INFORMATION: DELIVERY CONTACT, IF OTHER THAN REQUESTER (NAME & PHONE NUMBER):			

FOR RESOURCE MANAGEMENT USE ONLY: REQUEST #

Tab 2 to ESF #7 Resource Support ESF

VIRGINIA RESOURCE REQUEST ONLINE EOC INSTRUCTIONS

Introduction- During an emergency or disaster, local government agencies must understand how to request specific kinds of resources in order to receive proper assistance in a timely manner.

Frequently, requests made to the state are too general, and as a result, victims do not receive the right kind of help or experience extreme delays in receiving it. Being specific in asking for help will ease suffering and directly help victims begin the recovery process.

This form will assist jurisdictions in deciding and requesting the **S**ize, **A**mount, **L**ocation, and **T**ype of a needed resource. A jurisdiction can make a request in one of three ways:

- Complete the form interactively on VDEM's Online EOC via the Internet or through WEB EOC;
- Complete a copy of the form (see Tab 1) and fax to VEOC at 804 674-2419; or
- Complete the request on Web EOC and electronically submit (See Tab 3); or
- Call the VEOC (804 674-2400) and make a request using the form as a guide to have necessary information available when making a call.


This resource request form has three major sections:

- a. The identification section that identifies:
 - Who you are (jurisdiction name),
 - When (date and time of report),
 - Who prepared the report (name of preparer),
 - Contact information (call back phone number, fax number, email address) and,
 - Emergency type.
- b. The request for resource section that uses the **SALT** technique for informing the VEOC the resource needed.
- c. A free text comments section for adding additional important information.

Definitions of the Resource Request Form's Individual Data Entries in order of data entry

Political Subdivision – This is the name of the affected jurisdiction. Click on the arrow in the drop down box, scroll to and click on your jurisdiction name.

Date/Time Report Prepared – The date and time are entered for you in the proper format. Just TAB over the two data entry fields.

Report - Click on the appropriate option button () for the type of report (Initial or Update Request)

Preparer – Enter the name of person making the resource request.

Agency - Agency/department within jurisdiction making the resource request.

Call Back # - Number in local EOC or location of preparer or their representative on a 24-hour basis.

Fax # - Fax Number in local EOC

E-Mail – Enter the e-mail address of the EOC or person preparing report. This e-mail address will be used for sending an email confirmation report back to the jurisdiction showing the data submitted to the VEOC.

Emergency Type – What has happened or is happening in your jurisdiction that requires an emergency response. (Tornadoes, hurricane, fires, rail road accident, flooding etc.) Click on the arrow on drop down box and click on the appropriate Emergency Type. **IF Other** is selected in the drop down list, please enter the Emergency Type in the **Specify** field.

REQUEST FOR RESOURCE

Resource – Enter what you want – generators, trucks, blankets, sand bags, water, etc.

Size – Specify what size – 60 kw, 18-wheelers, large, small, etc.

Amount – How much or many do you want -- 2 trucks, 1500 meals, 10,000 gal., etc.

Location – Where do you want resource delivered – to the shelter, to the nursing home (give name and address – be specific).

Type – Additional information on resource – portable, refrigerated, wool, MREs, etc.

Date/Time Desired - When do you want the resource to be available or delivered?

COMMENTS: - Enter any other information to further explain the request. Enter as free text.

Send Request to VEOC - Click on the **Submit** button. The report is submitted to the Resource Request database in the VEOC. You will also receive an e-mail confirming the receipt of the report along with a copy of the submitted data. The e-mail is sent to the e-mail address entered on the online form

Tab 3 to ESF #7 Resource Support ESF Online EOC Resource Request Form

RESOURCE REQUEST FORM

Jurisdiction:	<input type="text"/>
Date/Time:	<input type="text"/> Time: <input type="text"/>
Report:	<input type="radio"/> Initial <input type="radio"/> Update
Preparer:	<input type="text"/>
Agency:	<input type="text"/>
Call Back#:	<input type="text"/> Ex: [800-555-1212]
Fax#:	<input type="text"/> Ex: [800-555-1212]
Email:	<input type="text"/>
Type of Emergency:	<input type="text"/>

LIST REQUEST FOR RESOURCES [Be as Specific as Possible]

Resource:	<input type="text"/>
Size:	<input type="text"/>
Amount:	<input type="text"/>
Location:	<input type="text"/>
Type:	<input type="text"/>
Date/Time Desired:	<input type="text"/> Time: <input type="text"/>

ADDITIONAL COMMENTS

<input type="text"/>

IF EVERYTHING IS CORRECT, THEN YOU ARE READY TO FAX

Tab 4 to ESF #7 Resource Support ESF WEB EOC Resource Request Form

https://webeocserver.vdem.virginia.gov - Local Request Entry Ops - Microsoft Internet Explorer provided by City of Roanoke

Entry Sort Filter

New Record

Save Cancel Update

Data Links

undefined ☐

Date/Time 1/17/2007 09:48

Jurisdiction Priority

Subject Id

FILL IN ALL FIELDS BELOW WHEN ENTERING A REQUEST FOR ASSISTANCE

Size

Amount

Location

Type

Timeframe Needed

Requested By:

Phone: ex. 800-555-1212

Approved By:

Description